DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Borrowers In Default Survey
(The collection that is the subject of the 10-day review request)

[X] SURVEY **[ ] FOCUS GROUP** **[ ] SOFTWARE USABILITY TESTING**

DESCRIPTION OF THIS SPECIFIC COLLECTION
The Borrowers in Default Survey is a mixed mode, web and phone survey of default borrowers that are more than 271 days delinquent in paying their student loans (excluding Perkins loans).

1. intended purpose,
   - The purpose of the survey is to measure satisfaction levels and needs for improvement in FSA's ability to inform borrowers that have defaulted (delinquent more than 271 days) on one or more of their loans of their options.
2. need for the collection,
   - A lot of FSA resources are being used to inform and prepare borrowers for repayment. This survey has a broad focus on how well we have achieved those goals.
3. planned use of the data,
   - Specific feedback and satisfaction levels with various aspects FSA's communications will help inform decision-making when making any changes to the way we communicate with borrowers about repayment options and responsibilities.
4. date(s) and location(s),
   - Fielding will occur in late March or April and will last for approximately 3-5 weeks (until a sufficient sample size is reached). This is a web-based survey.
5. collection procedures,
   - Potential respondents are pulled from the National Student Loan Data System (NSLDS), selecting borrowers that have defaulted (more than 271 days delinquent on at least one of their student loan(s) not including Perkins loans).
   - This list will be sent an email requesting feedback. A link within the email will direct them to the survey that is housed on a website.
6. number of focus groups, surveys, usability testing sessions
   - The current version of this study involves one (1) survey.
7. description of respondents/participants,
   - The respondents/participants are borrowers that have defaulted (more than 271 days delinquent on at least one of their student loan(s) not including Perkins loans).

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE
N/A

BURDEN HOUR COMPUTATION

Category of Respondent	No. of Respondents	Participation Time	Burden
Borrowers in Default (271 days or more)-web	1*	12 minutes	1 hour *
Total	**1***	**12 minutes**	**1 hour ***

This is a revision to that approved survey, updating the date and revising questions and responses to receive improved information from the target audience. These changes should not affect the average 12 minute response time. The 1 borrower and 1 hour were added to the submission as the respondents and hours are in the system and are not duplicate of respondents and hours previously approved under 1845-0045.

BURDEN COST COMPUTATION
N/A

STATISTICAL INFORMATION

Potential respondent names, email addresses, and segmentation variables are pulled from NSLDS by identifying defaulted borrowers who are more than 271 days delinquent in repaying at least one of their student loans (not including Perkins loans). The contractor shall complete all surveys consistent with the objectives and constraints outlined in the contract, including the requirement to resolve any readiness and/or data problems, including non-response, as appropriate.

The contractor employs a proprietary American Customer Satisfaction Index (ACSI) econometric model. The ACSI is a cross-industry, cross-agency methodology for obtaining comparable measures of customer satisfaction. Along with other economic objectives, the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to the American people.

The contractor will perform data processing and preparation of an ACSI model for this study, using the proprietary ACSI econometric model. Output of the model will be a set of indices, including indices for drivers of satisfaction, the satisfaction index, and the indices for outcomes of satisfaction. Additionally, the model produces impact scores that show the strength of the effect of each index on subsequent ones.

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